



**City of Hartford**  
**FIRE DEPARTMENT**

**FIRESTAT**

*June 2019*

**"Goal Oriented, Results Driven"**



# AGENDA



- Introductions
- Remark's from Chief Freeman
- Remark's from Chief Barco
- Division Briefings
- Questions/Comments

**"Goal Oriented, Results Driven"**

# Chief Freeman



"Goal Oriented, Results Driven"

# Chief Barco



"Goal Oriented, Results Driven"

# EMERGENCY SERVICES



"Goal Oriented, Results Driven"

# 2019 FireStat Updates

- Suppression Only
  - The ISO standard will be used to gauge the efficiency of fire suppression personnel to structure fires. A total time of **six minutes and twenty seconds** is allotted from time the alarm is received at Dispatch to the time the first Engine/Pumper company arrives.
  - The NFPA 1710 for EMS will be used to gauge the efficiency of fire suppression personnel responding to EMS related incidents. 60 seconds is allotted for turnout time and 240 seconds are allotted for travel time.
  - EMS runs are calculated using incident types 300 through 329.

# Fire Response Scorecard

## City-Wide

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according to ISO standards.

**Data Source:** Firehouse Software

**Current Period:**  
06/01/2019 - 06/30/2019



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 6:20 minutes (ISO) 90% of time

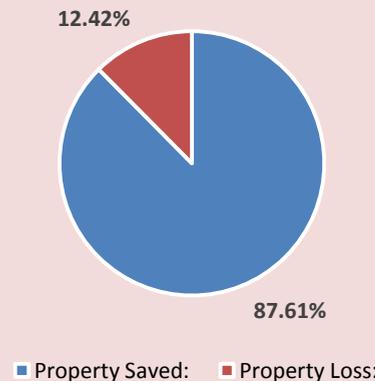
### Structure Fires



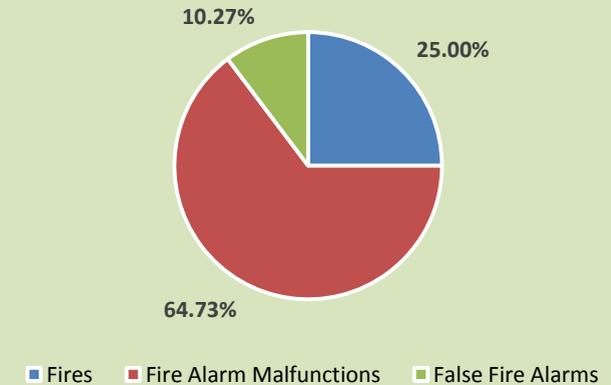
#### Analysis

- Exceptional work by Suppression personnel.
- Which significant fires occurred that contributed to the lower than usual "percentage of property saved"?
- Percentage of actual fires per fire alarm is up.

#### Percentage of Property Saved



#### Fire Alarms compared to Actual Fires



# EMS Response Scorecard

## City-Wide

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.

**Data Source:**  
Firehouse Software

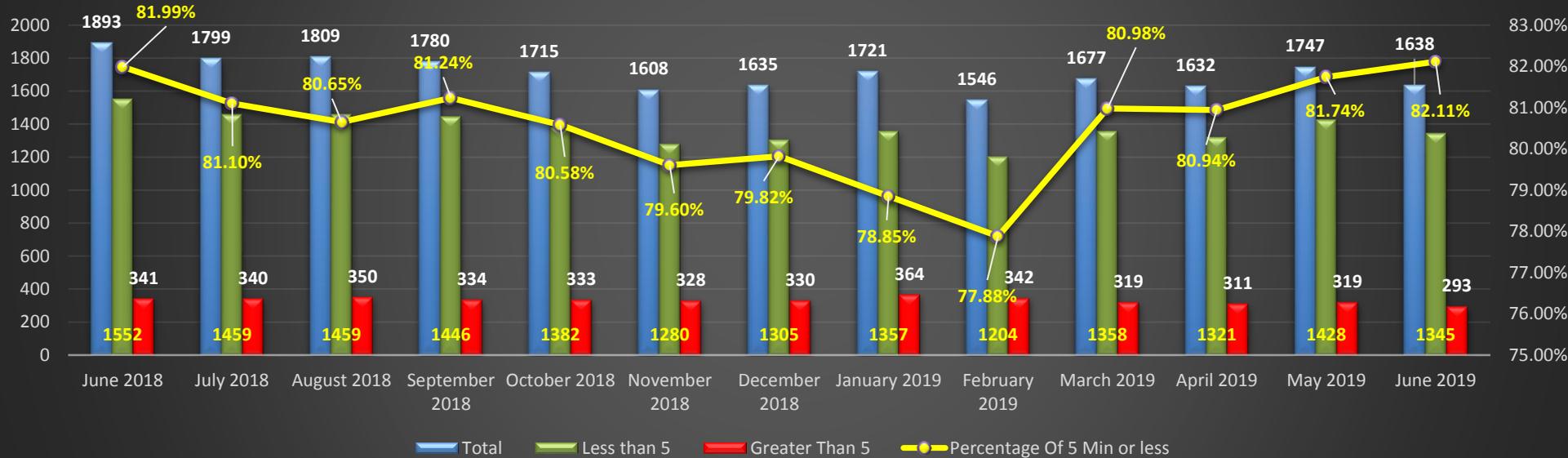
**Current Period:**  
06/01/2019 - 06/30/2019



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### EMS Response City Wide



#### Analysis

- Slight improvement in performance this month in comparison to last month.
- Improvement this month when compared to same month last year.

#### Recommendations

- Continue to emphasize the importance of responding to EMS per our standard.

#### Impact

- Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

# Fire Response Scorecard

## District 1

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according to ISO standards.

**Data Source:** Firehouse Software

**Current Period:**  
06/01/2019 - 06/30/2019



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 6:20 minutes (ISO) 90% of time

### First Engine Response in District 1 Area



#### Analysis

#### Recommendations

#### Impact

➤ Excellent work in District 1

Continue to reiterate the importance of response time compliance.

➤ Life safety stabilization

# EMS Response Scorecard

## District 1

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.



**Data Source:**  
Firehouse Software

**Current Period:**  
06/01/2019 - 06/30/2019

**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### First EMS Response in District 1 Area



#### Analysis

- Improvement this month when compared to same month last year.
- Increase in performance for 4 consecutive months in a row.

#### Recommendations

- Continue to re-emphasize importance of EMS responses to members of suppression.

#### Impact

- Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

# Fire Response Scorecard

## District 2

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according to ISO standards.

**Data Source:** Firehouse Software

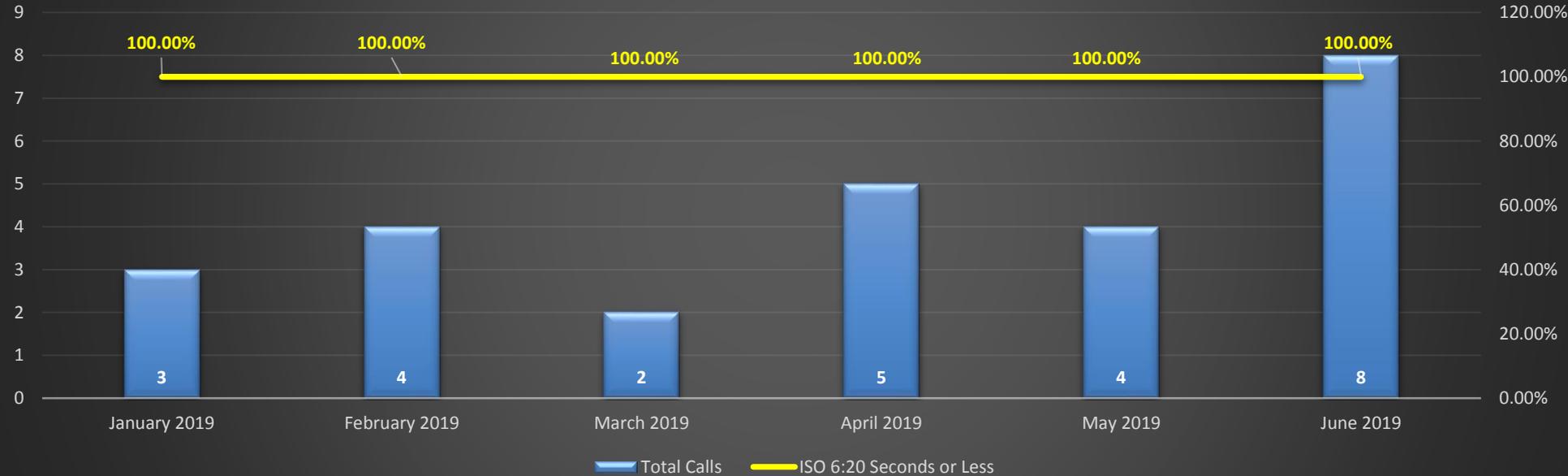
**Current Period:**  
06/01/2019 - 06/30/2019



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 6:20 minutes (ISO) 90% of time

### First Engine Response in District 2 Area



#### Analysis

#### Recommendations

#### Impact

➤ Excellent work, District 2.

Maintain proficiency.

➤ Effective emergency response.

# EMS Response Scorecard

## District 2

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.



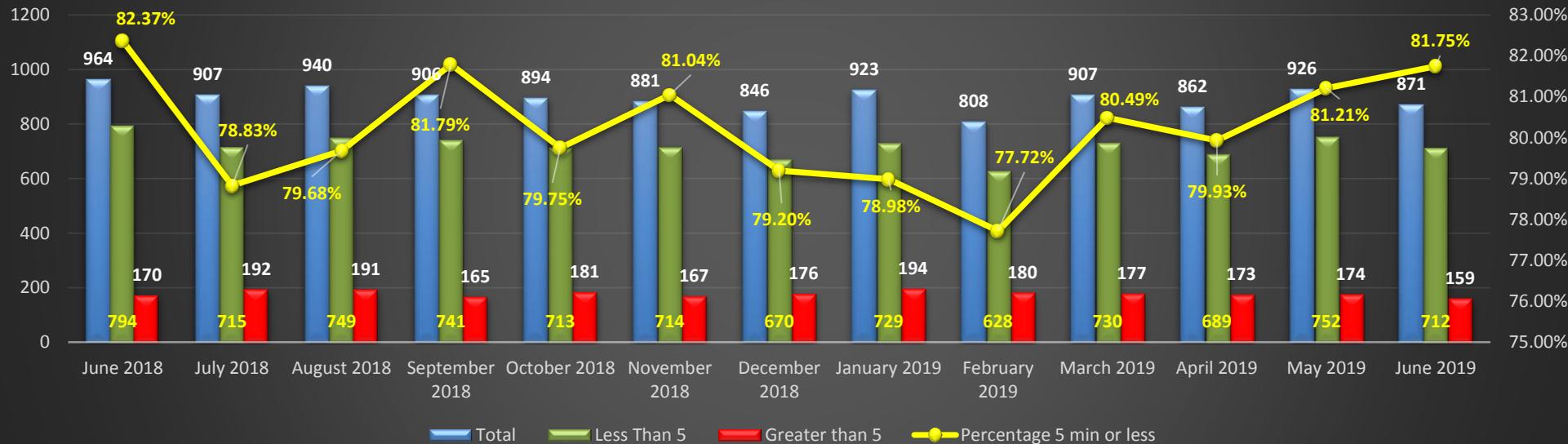
**Data Source:**  
Firehouse Software

**Current Period:**  
06/01/2019 - 06/30/2019

**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### First EMS Response in District 2 Area



#### Analysis

➤ Slight improvement in performance when compared to

#### Recommendations

➤ Continue to re-emphasize importance of EMS responses to members of suppression.

#### Impact

➤ Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

# Fire Response Scorecard

## Tour A

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according to ISO standards.

**Data Source:** Firehouse Software

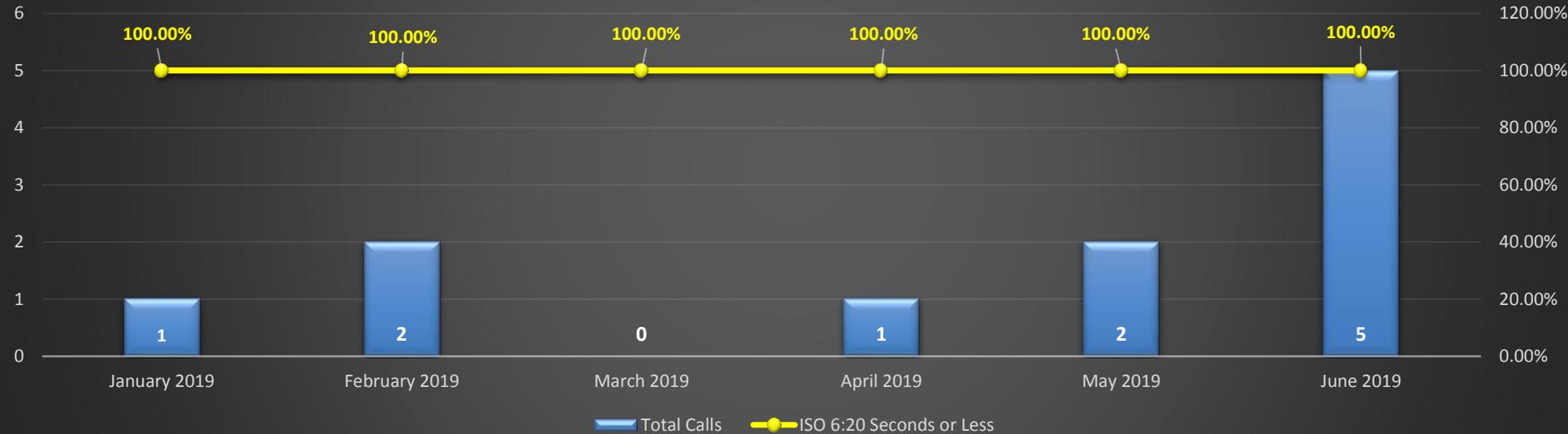
**Current Period:**  
06/01/2019 - 06/30/2019



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 6:20 minutes (ISO) 90% of time

### First Engine Response Tour A



#### Analysis

#### Recommendations

#### Impact

➤ Excellent work Tour A.

Reiterate the importance of safely responding to calls for service in the allotted time period.

➤ Effective emergency response.

# EMS Response Scorecard

## Tour A

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.

**Data Source:**  
Firehouse Software

**Current Period:**  
06/01/2019 - 06/30/2019



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### First EMS Response Tour A



### Analysis

### Recommendations

### Impact

➤ Performance was almost consistent with that of last month.

➤ Continue to re-emphasize importance of EMS responses to members of suppression.

➤ Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

# Fire Response Scorecard

## Tour B

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according ISO standards.

**Data Source:** Firehouse Software

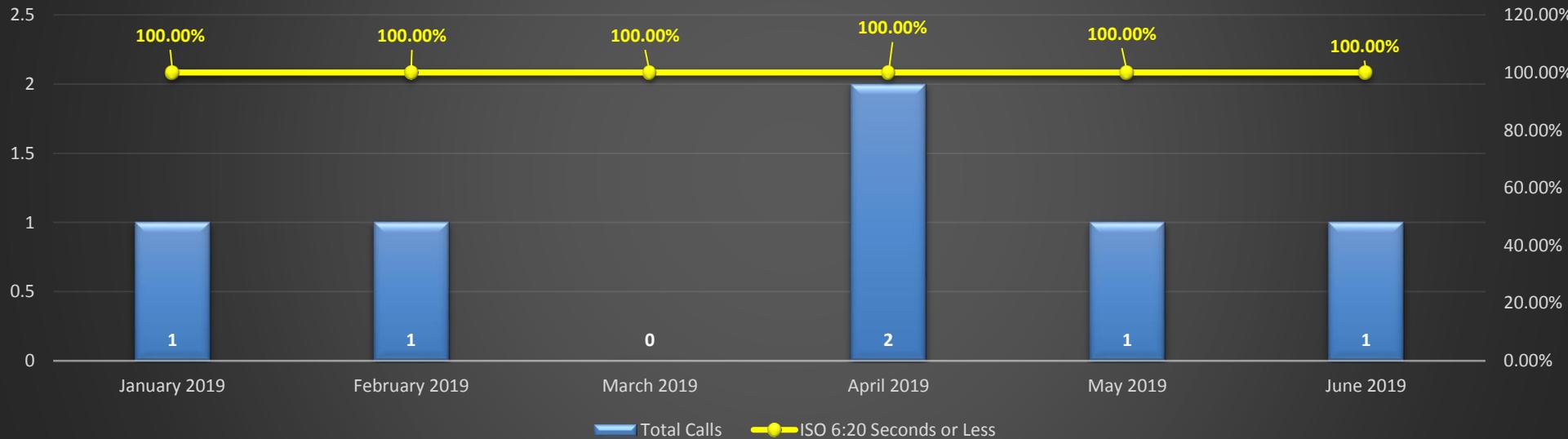
**Current Period:**  
06/01/2019 - 06/30/2019



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 6:20 minutes (ISO) 90% of time

### First Engine Response Tour B



#### Analysis

#### Recommendations

#### Impact

➤ Excellent work, Tour B.

➤ Maintain efficiency.

➤ Effective emergency response.

# EMS Response Scorecard

## Tour B

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.

**Data Source:**  
Firehouse Software

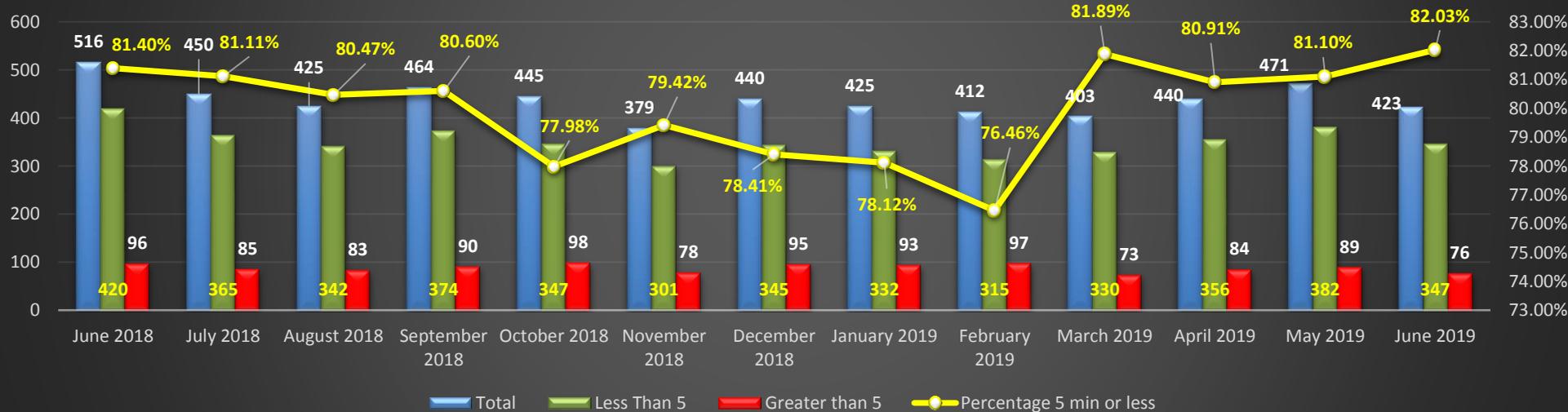
**Current Period:**  
06/01/2019 - 06/30/2019



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### First EMS Response Tour B



#### Analysis

- Slight improvement over last month
- Slight improvement in performance when compared to same month last year

#### Recommendations

- Continue to re-emphasize importance of EMS responses to members of suppression.

#### Impact

- Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

# Fire Response Scorecard

## Tour C

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according to ISO standards.

**Data Source:** Firehouse Software

**Current Period:**  
06/01/2019 - 06/30/2019



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 6:20 minutes (ISO) 90% of time

### First Engine Response Tour C



#### Analysis

#### Recommendations

#### Impact

➤ Excellent work, Tour C.

Reiterate the continued expectation of compliance.

➤ Efficiency of emergency response.

# EMS Response Scorecard

## Tour C

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.

**Data Source:**  
Firehouse Software

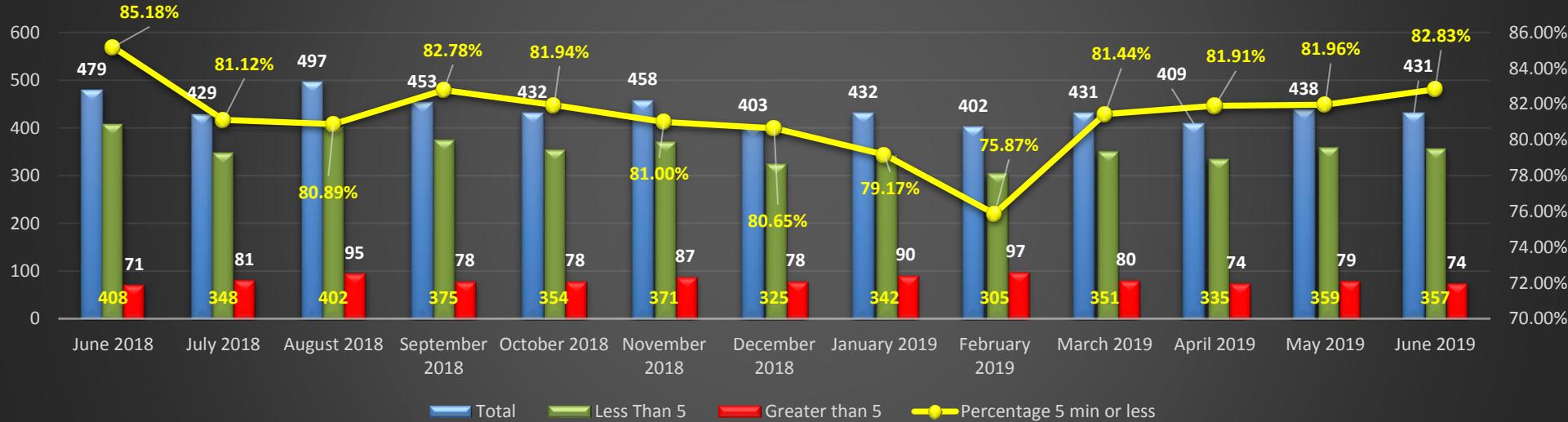
**Current Period:**  
06/01/2019 - 06/30/2019



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### First EMS Response Tour C



#### Analysis

- Slight improvement in performance over last month.
- Decrease in performance when compared to same month last year.

#### Recommendations

- Continue to re-emphasize importance of EMS responses to members of suppression.

#### Impact

- Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

# Fire Response Scorecard

## Tour D

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according to ISO standards.

**Data Source:** Firehouse Software

**Current Period:**  
06/01/2019 - 06/30/2019



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 6:20 minutes (ISO) 90% of time

### First Engine Response Tour D



#### Analysis

#### Recommendations

#### Impact

➤ Outstanding work, Tour D.

Conduct performance analysis.

➤ Life safety incident stabilization.

# EMS Response Scorecard

## Tour D

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.



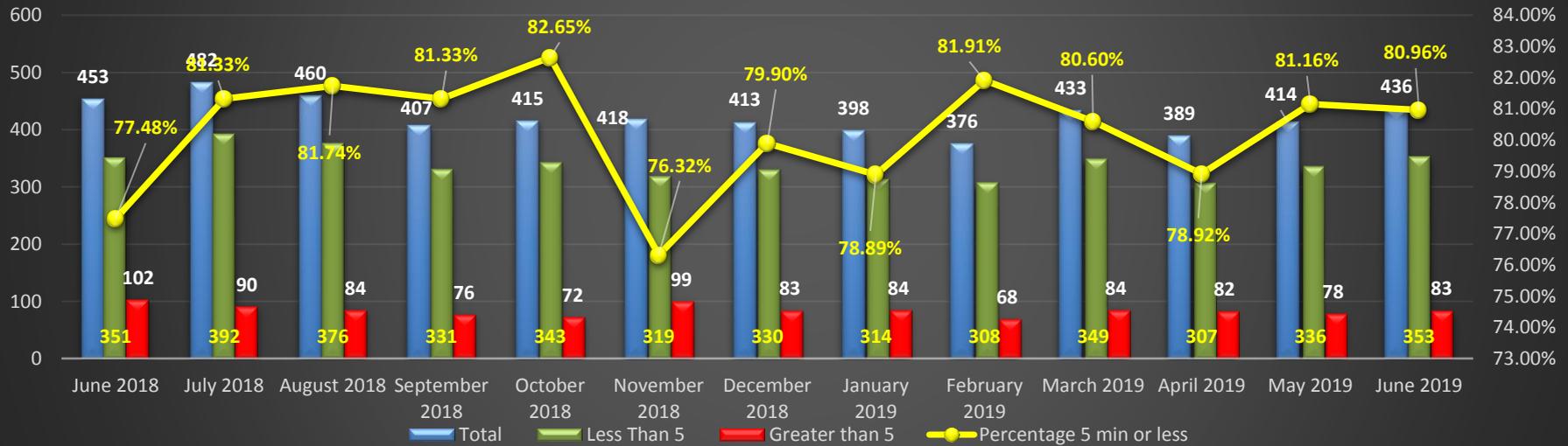
**Data Source:**  
Firehouse Software

**Current Period:**  
06/01/2019 - 06/30/2019

**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### First EMS Response Tour D



#### Analysis

- Slight increase in performance over last month.
- Slight increase in performance when compared to same month last year.

#### Recommendations

Continue to reiterate the importance of compliance.

#### Impact

- Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

# COMMUNITY RISK REDUCTION – **FIRE MARSHAL OFFICE**



"Goal Oriented, Results Driven"

# Performance Scorecard

## Community Risk Reduction Division -FM



**Operational Performance Measure:** Efficient Deployment of resources to support code enforcement and fire prevention initiatives that reduce avoidable incidents.

**HFD Strategic Priorities:**  
Provide Quality Code enforcement

**Performance Target –** Risk in the community are minimized through a proactive code enforcement and public education program, respectively.

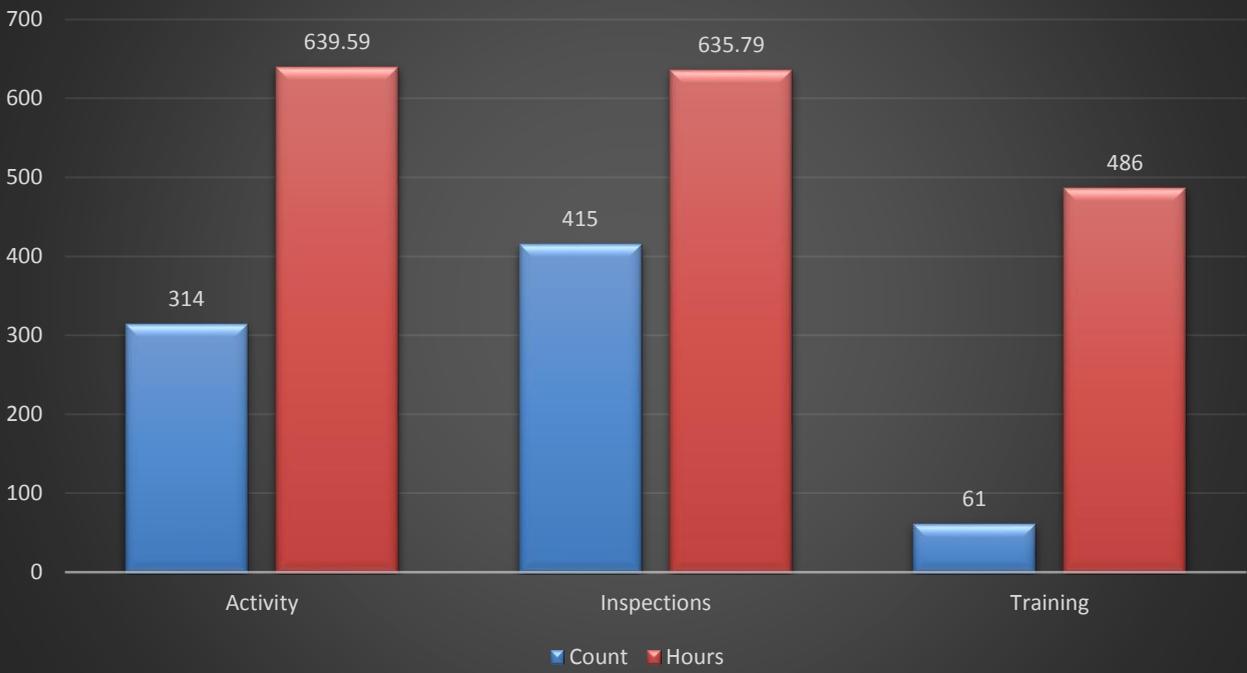
**Data Source:** HFD Firehouse Software

**Current Period:** 06/01/2019 - 06/30/2019

### HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
01/19	560	369	
02/19	210	142	
03/19	418	565	
04/19	320	369	
05/19	249	325	
06/19	154	426	

### Fire Marshal Office



### Attendance

Total Hours Working:	1761.38	Off Duty:	460
Total Hours on Duty	2031	Percentage Account For:	86.72%

### Recommendations

✓ Why is the percentage of time accounted for only 86%?

### Impact

▪ Reduction of risks in the community as it pertains to our external stakeholders.

# Performance Scorecard

## Community Risk Reduction Division -FM

**Operational Performance Measure:** Decrease avoidable incidents within the City of Hartford.

**Data Source:**  
Firehouse Software

**Current Period:**  
06/01/2019 - 06/30/2019

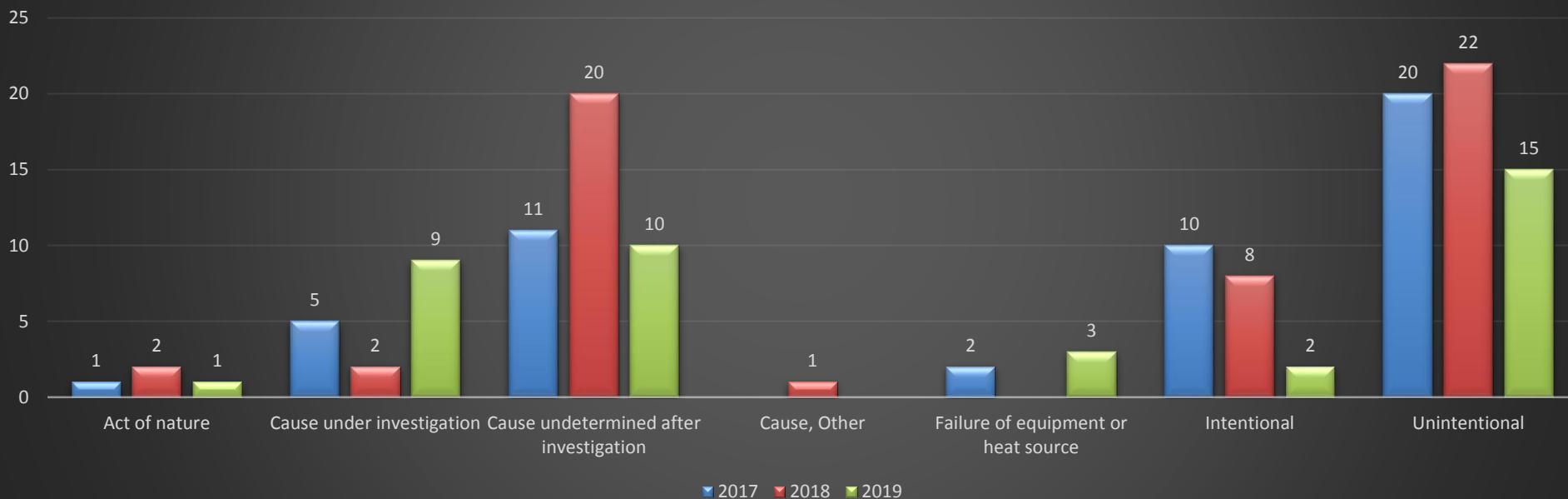


**HFD Strategic Priorities:**

Provide Quality Code Enforcement, Public Education, & Community Engagement

**Performance Target –** Show a 30% decrease in fires by end of FY2021.

### Cause of Fire Month of June



#### Analysis

➤ Intentionally set fires are significantly down when compared to same month in 2018 & 2017. Unintentional fires are down when compared to 2017 & 2018.

#### Recommendations

✓ Assess effectiveness of community risk reduction program.

#### Impact

- Minimization of conflagrations in all parts of the city that are adversely impacted.

# COMMUNITY RISK REDUCTION – SPECIAL SERVICES UNIT



"Goal Oriented, Results Driven"

# Performance Scorecard

## Community Risk Reduction Division -SSU

**Operational Performance Measure:** Decrease avoidable incidents within the City of Hartford.



**HFD Strategic Priorities:**  
Provide Public Education, & Community Engagement

**Performance Target –** Reduction in Residential Structure Fires by 20% by 1<sup>st</sup> Quarter 2021.

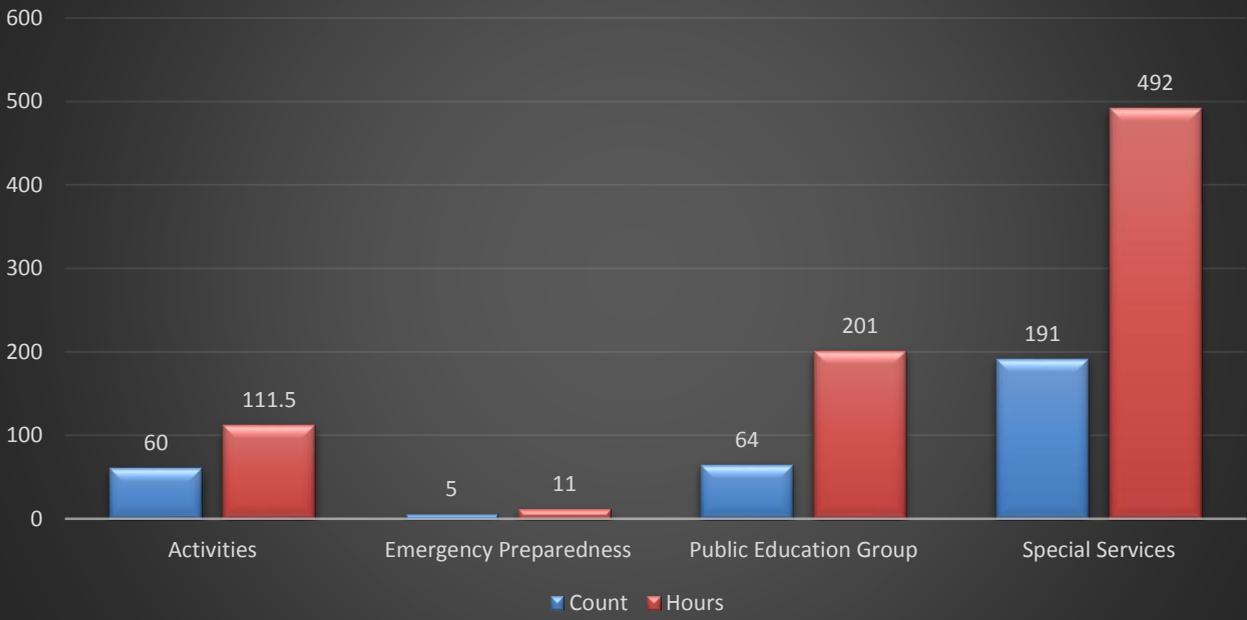
**Data Source:** HFD Firehouse Software

**Current Period:** 06/01/2019 - 06/30/2019

### HISTORICAL ANALYSIS

Reporting Period	04/19	05/19	06/19
Total Activities	275	343	320
Total Adults	4,042	4,850	4,104
Total Children	5,047	3,640	2,713
Smoke Detector	15	7	4
Car Seats	34	4	3

### Special Services



### Attendance

Total Hours Working:	815.5	Off Duty:	10
Total Hours on Duty:	812.5	Percentage Account For:	100.37%

### Recommendations

Outstanding work, SSU!  
← Over achievers....

### Impact

Community is receiving adequate public fire & life safety education. Partnership with FMO has to be enhanced.

# TRAINING DIVISION



"Goal Oriented, Results Driven"

# Performance Scorecard

## Training Division

**Operational Performance Measure:** Internal / External Stakeholder Engagement – Increase public /personnel awareness about the City of Hartford Fire Department.



**HFD Strategic Priorities:**  
Provide Mandated Training to Hartford Fire Department Personnel

**Performance Target** – Adequately train members of the HFD in proficiency topics that assist with sharpening knowledge, skills, and abilities.

**Data Source:** HFD Firehouse Software

**Current Period:** 06/01/2019 – 06/30/2019

### HISTORICAL ANALYSIS



### Attendance

Total Working Hours:	875.67	Total Hours Off:	330
Total Hours on Duty:	964.2	Hours Accounted For:	90.82%

### Recommendations

Excellent work as usual by our Training Division.

What major projects are in progress and what major projects are being planned?

### Impact

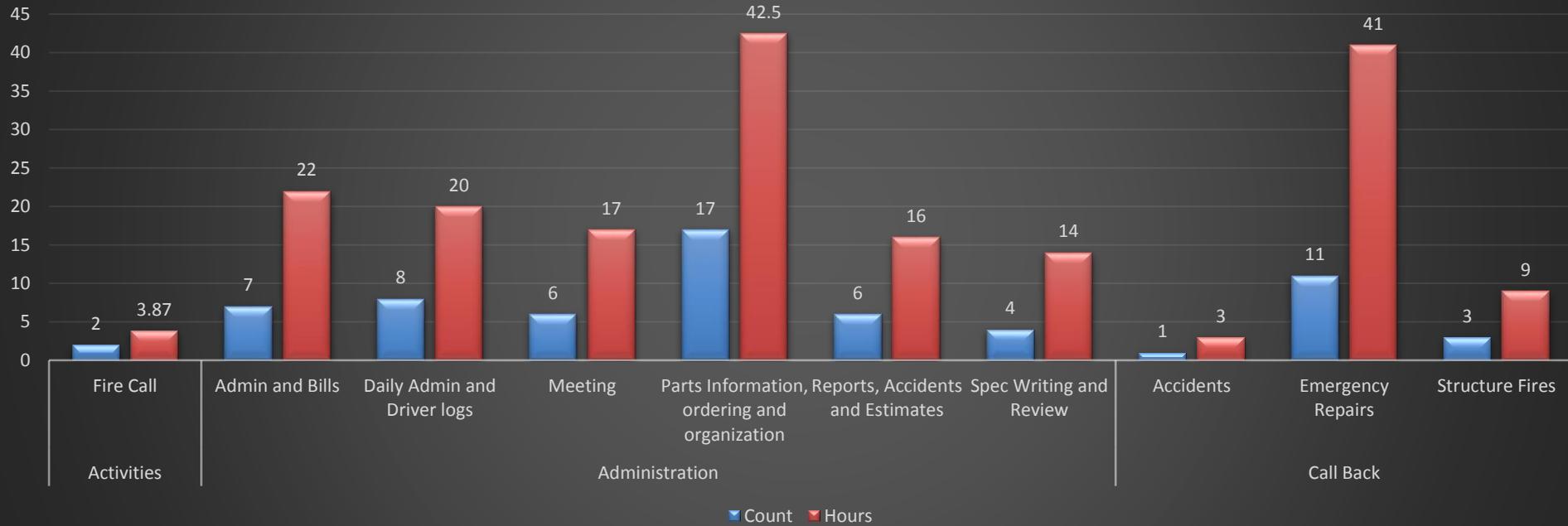
- Workforce that is compliant with ISO and CONOSHA requirements.

# EQUIPMENT MAINTENANCE DIVISION

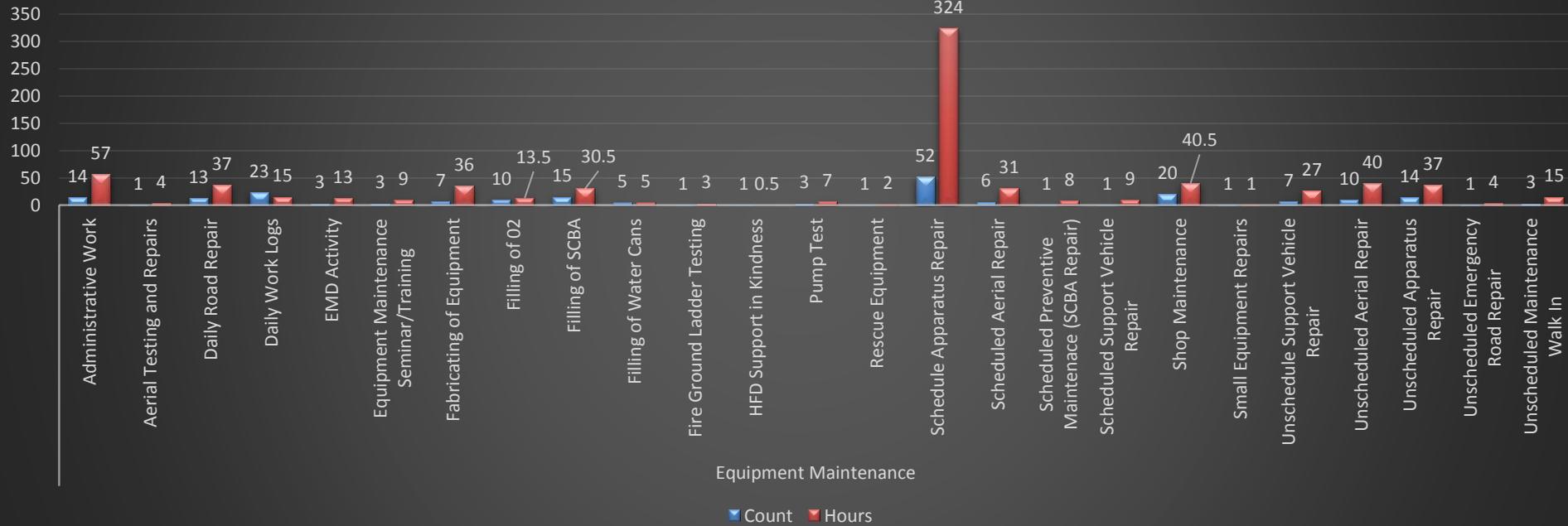


**"Goal Oriented, Results Driven"**

# Equipment Maintenance



# Equipment Maintenance



# F.A.C.T. DIVISION



"Goal Oriented, Results Driven"

# Performance Scorecard

## F.A.C.T. Division

**Operational Performance Measure: Internal / External Stakeholder Engagement** – Increase public /personnel awareness about the City of Hartford Fire Department.



**HFD Strategic Priorities:**  
Provide Quality I.T. & Technical Assistance to HFD

**Performance Target** – Mitigate a diverse portfolio of service calls.

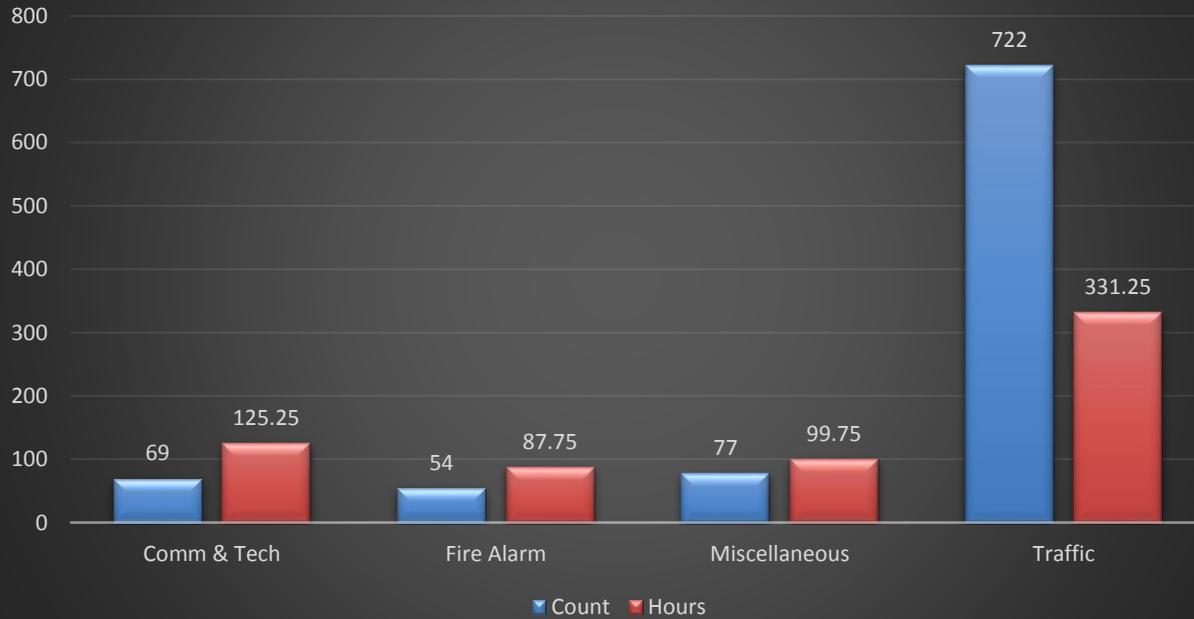
**Data Source:** HFD Firehouse Software

**Current Period:** 06/01/2019 – 06/30/2019

### HISTORICAL ANALYSIS

Reporting Period	Historical Analysis			
	Traffic	Comm & Tech	Training / Misc	Fire Alarm
02/19	516	68	100	59
03/19	610	82	99	76
04/19	963	57	102	54
05/19	902	56	71	72
06/19	722	69	77	54

### Fire Alarm Communications Technology



### Attendance

Total Working Hours:	644	Total Hours Off:	50
Total Hours on Duty:	696	Hours Accounted For:	92.53%

### Recommendations

- ✓ Outstanding work by our FACT Division.

### Impact

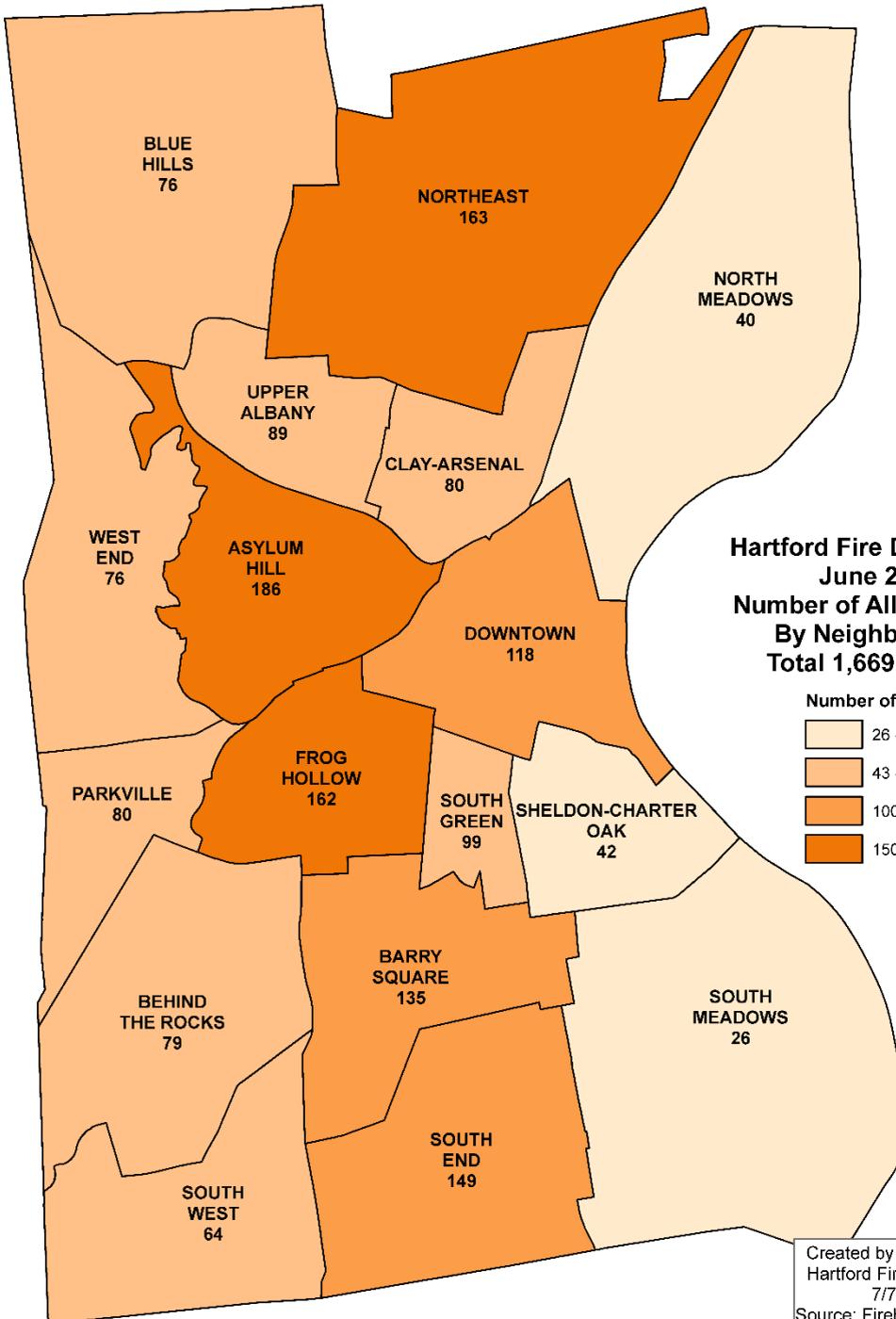
- IS&IT execution of relevant duties and responsibilities.

# EMERGENCY RESPONSE DATA



"Goal Oriented, Results Driven"

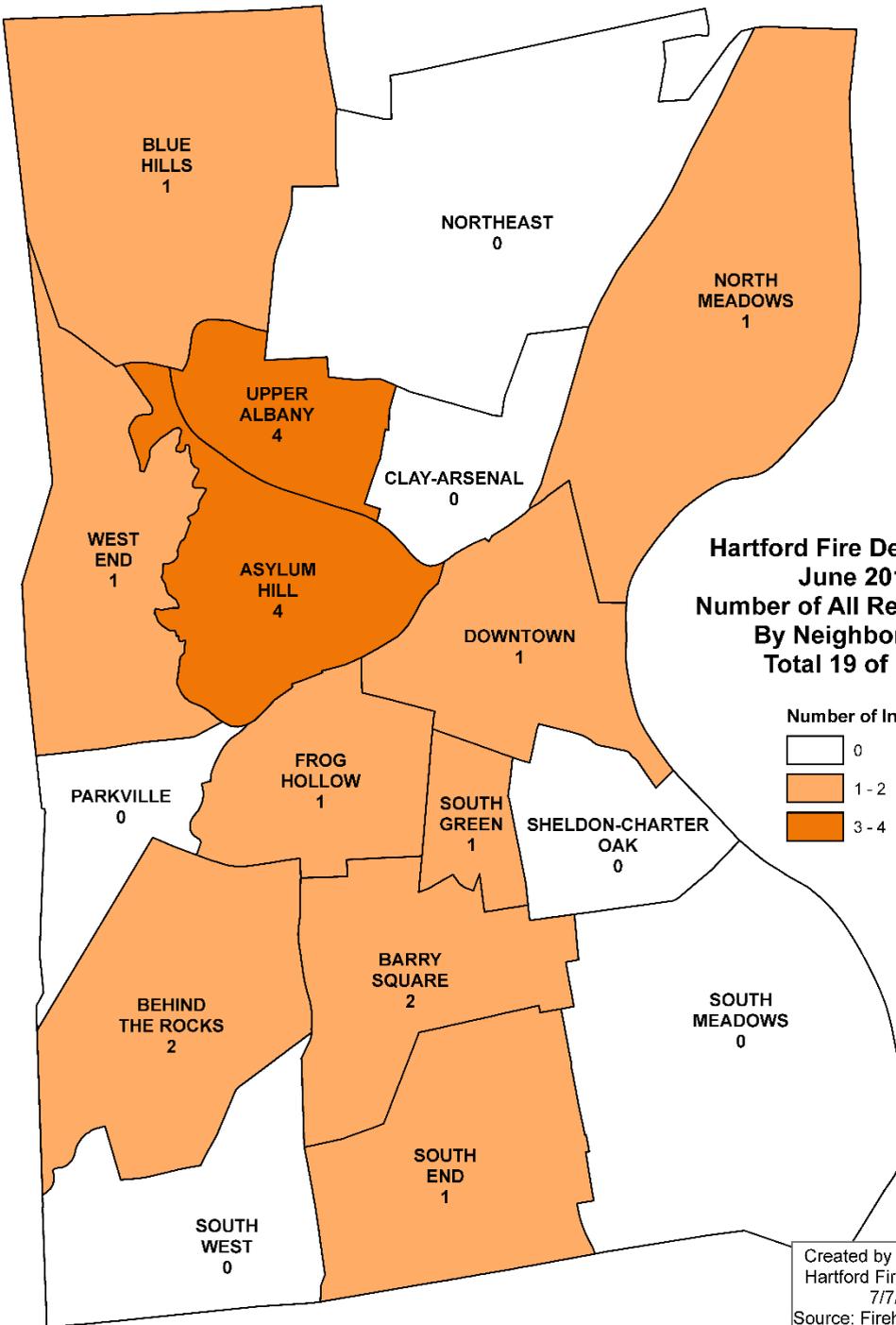
# EMS June 2019



Created by Leandro Cieri  
Hartford Fire Department  
7/7/2019  
Source: Firehouse Software  
Geocoded 1,664  
Not Geocoded: 5

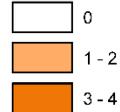
Incident Type	Description	Incident Count
321	EMS call, excluding vehicle accident with injury	1049
311	Medical assist, assist EMS crew	388
322	Motor vehicle accident with injuries	96
324	Motor Vehicle Accident with no injuries	60
300	Rescue, EMS incident, other	39
510	Person in distress, Other	28
323	Motor vehicle/pedestrian accident (MV Ped)	8
320	Emergency medical service, other	1

# Rescue Calls June 2019



**Hartford Fire Department  
June 2019  
Number of All Rescue Calls  
By Neighborhood  
Total 19 of Calls**

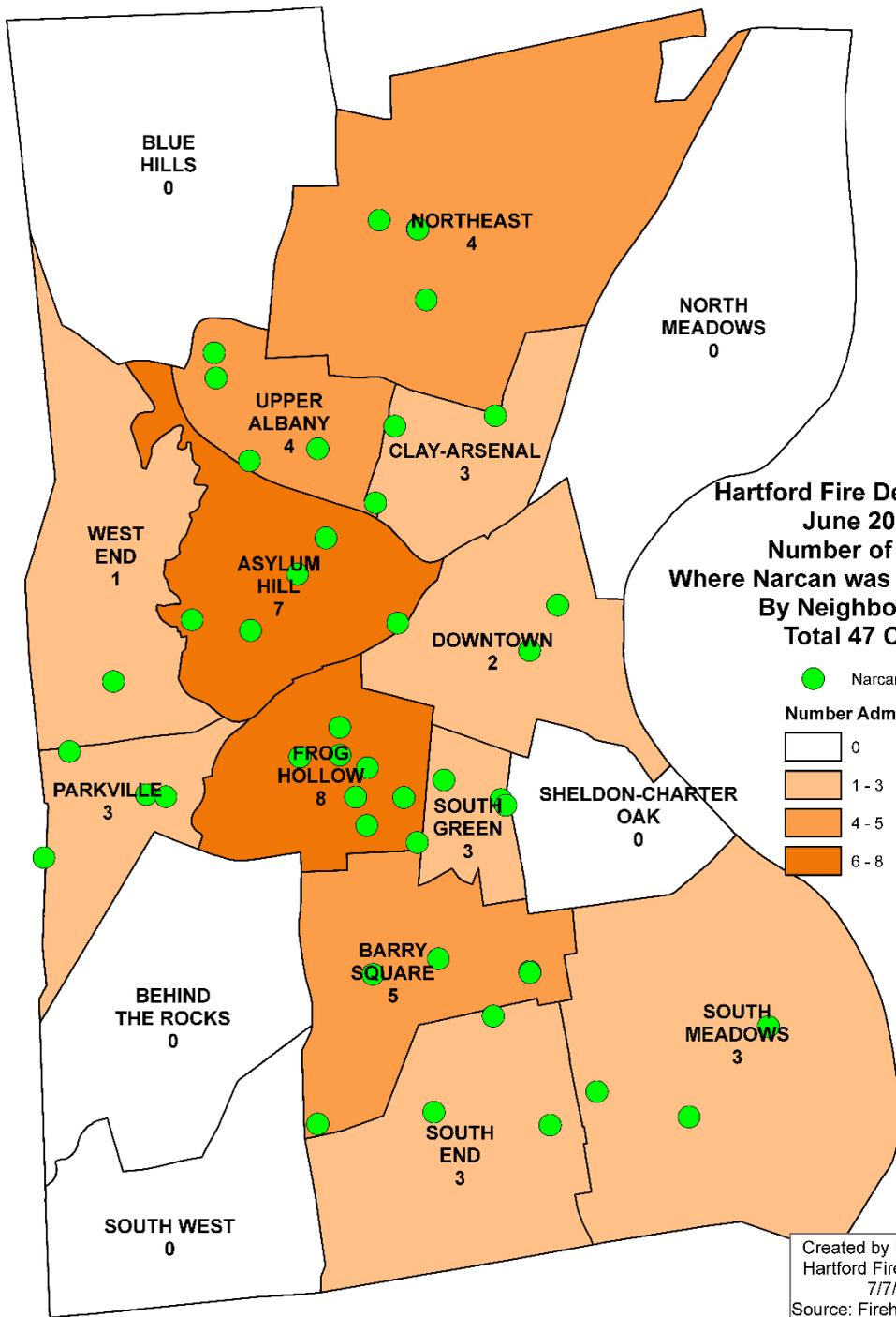
Number of Incidents



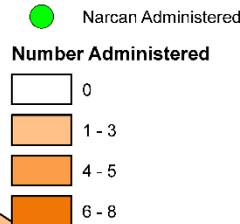
Incident Type	Description	Incident Count
511	Lock-out	8
353	Removal of victim(s) from stalled elevator	6
461	Building or structure weakened or collapsed	1
352	Extrication of victim(s) from vehicle	1
350	Extrication, rescue, Other	1
342	Search for person in water	1
354	Trench/below-grade rescue	1

Created by Leandro Cieri  
Hartford Fire Department  
7/7/2019  
Source: Firehouse Software  
Geocoded: 19  
Not Geocoded: 0

# Narcan Administered June 2019



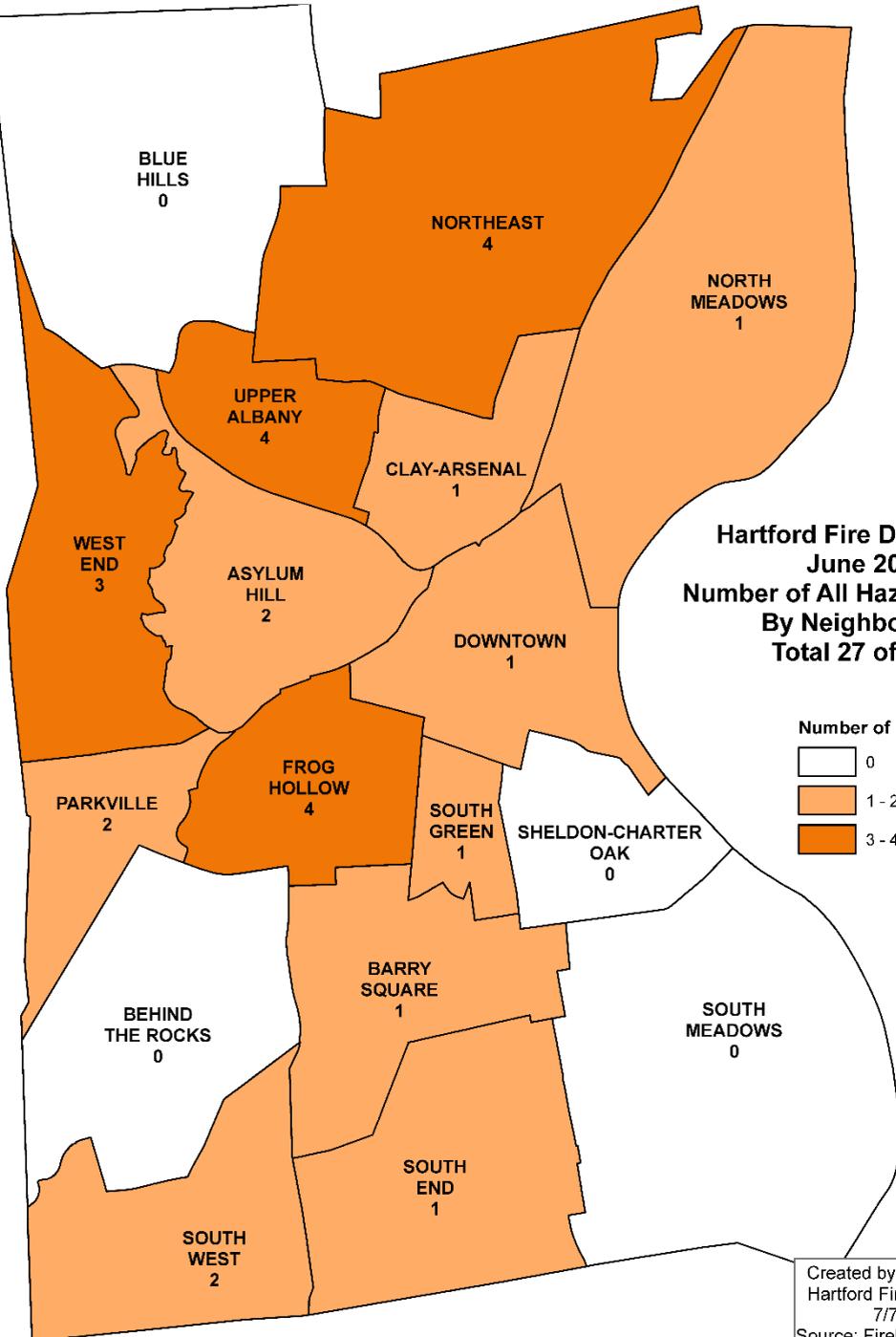
**Hartford Fire Department  
June 2019  
Number of Calls  
Where Narcan was Administered  
By Neighborhood  
Total 47 Calls**



Created by Leandro Cieri  
Hartford Fire Department  
7/7/2019  
Source: Firehouse Software  
Geocoded: 46  
Not Geocoded: 1

# Hazardous Materials

## June 2019



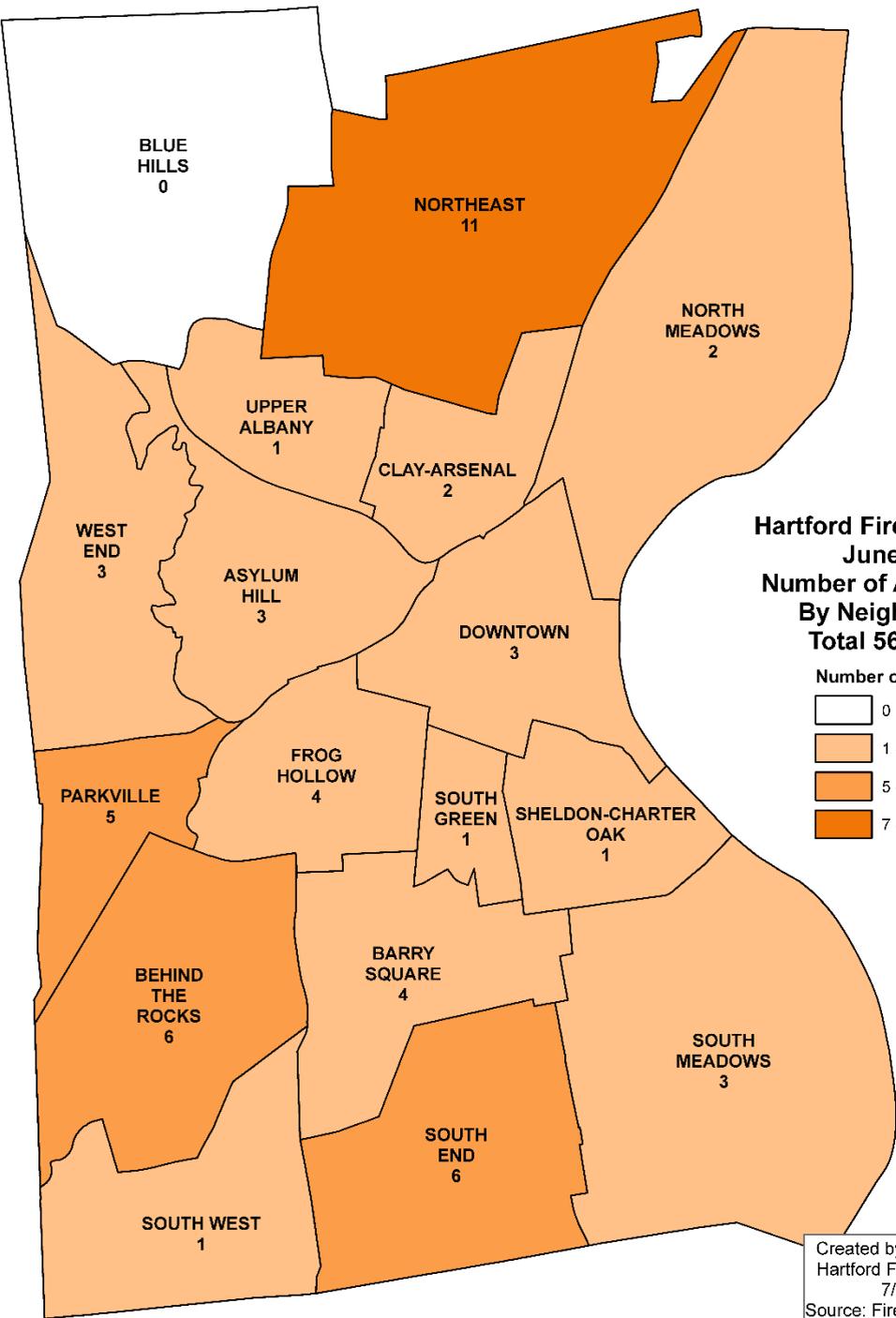
**Hartford Fire Department  
June 2019  
Number of All Hazardous Calls  
By Neighborhood  
Total 27 of Calls**



Incident Type	Description	Incident Count
412	Gas leak (natural gas or LPG)	11
400	Hazardous condition, Other	9
411	Gasoline or other flammable liquid spill	3
424	Carbon monoxide incident	2
463	Vehicle accident, general cleanup	1
410	Combustible/flammable gas/liquid condition, other	1

Created by Leandro Cieri  
Hartford Fire Department  
7/7/2019  
Source: Firehouse Software  
Geocoded: 27  
Not Geocoded: 0

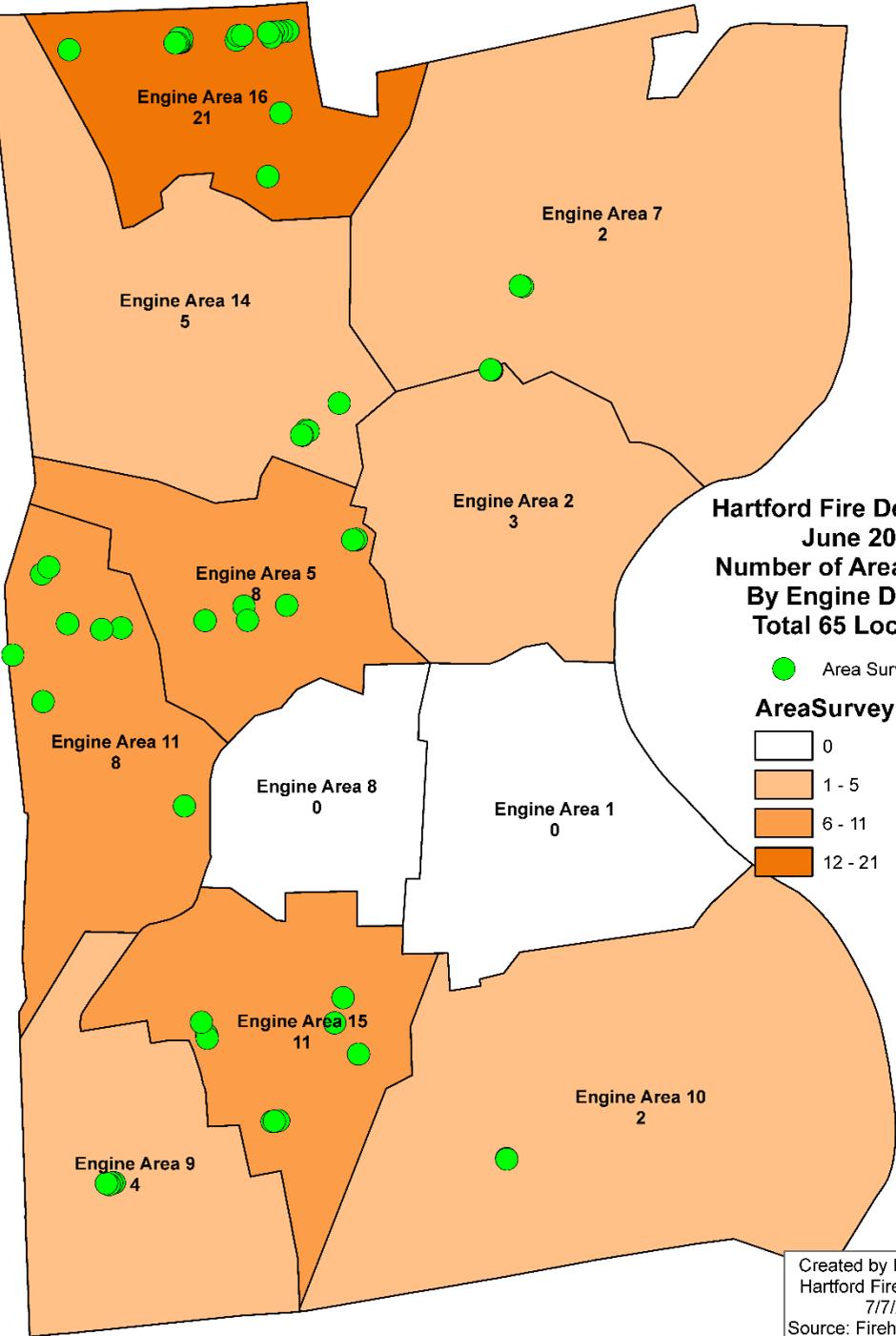
# All Fires June 2019



Created by Leandro Cieri  
Hartford Fire Department  
7/7/2019  
Source: Firehouse Software  
Geocoded: 56  
Not Geocoded: 0

Incident Type	Description	Incident Count
111	Building fire	12
151	Outside rubbish, trash or waste fire	7
131	Passenger vehicle fire	7
154	Dumpster or other outside trash receptacle fire	6
130	Mobile property (vehicle) fire, Other	6
142	Brush or brush-and-grass mixture fire	4
118	Trash or rubbish fire, contained	3
150	Outside rubbish fire, Other	2
113	Cooking fire, confined to container	2
140	Natural vegetation fire, Other	2
132	Road freight or transport vehicle fire	1
143	Grass fire	1
160	Special outside fire, Other	1
112	Fires in structure other than in a building	1
141	Forest, woods or wildland fire	1

# Area Survey June 2019



**Hartford Fire Department  
June 2019  
Number of Area Surveys  
By Engine Districts  
Total 65 Locations**

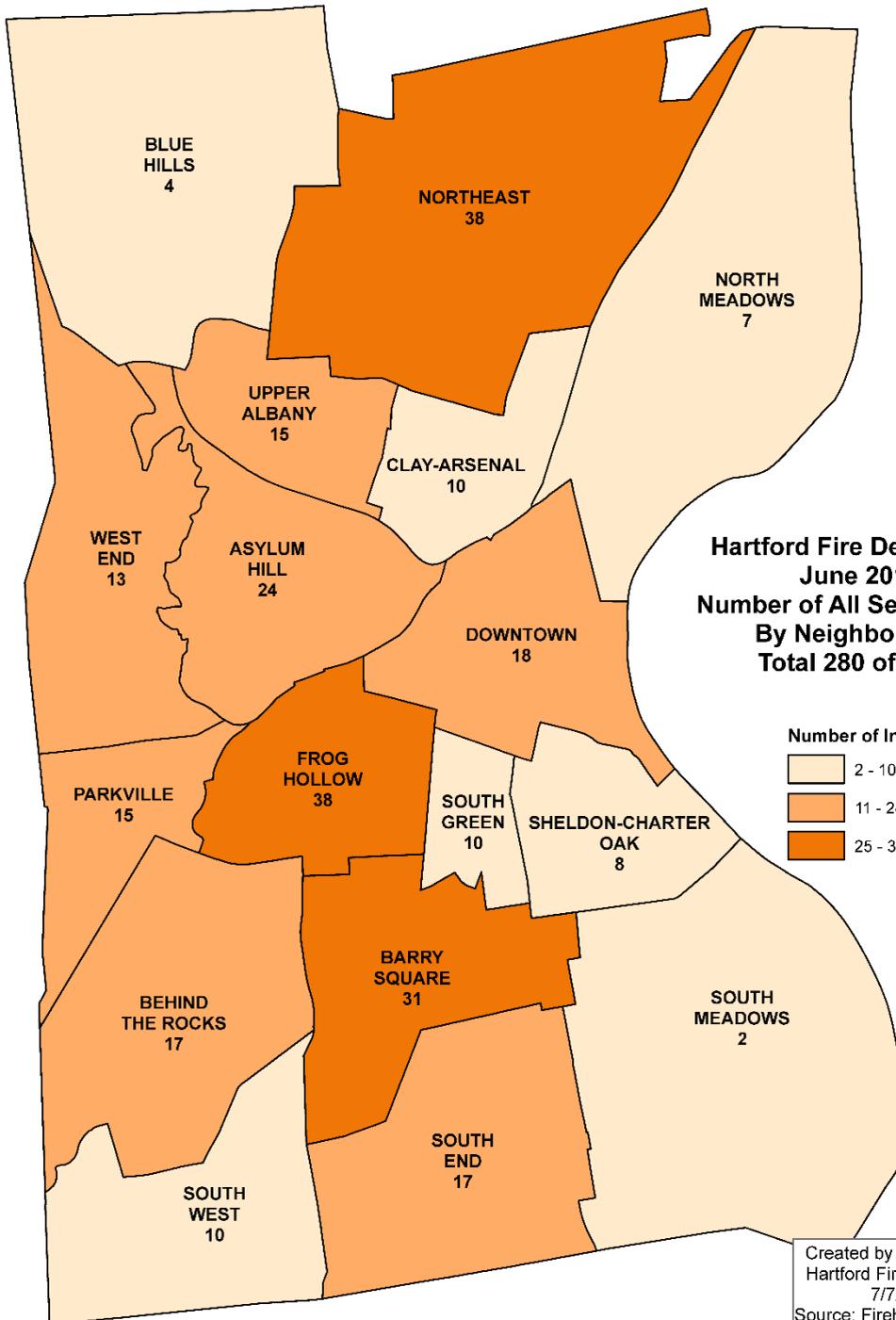
● Area Survey Locations

**AreaSurvey**

- 0
- 1 - 5
- 6 - 11
- 12 - 21

Created by Leandro Cieri  
Hartford Fire Department  
7/7/2019  
Source: Firehouse Software  
Geocoded: 64  
Not Geocoded: 1

# Service Calls June 2019

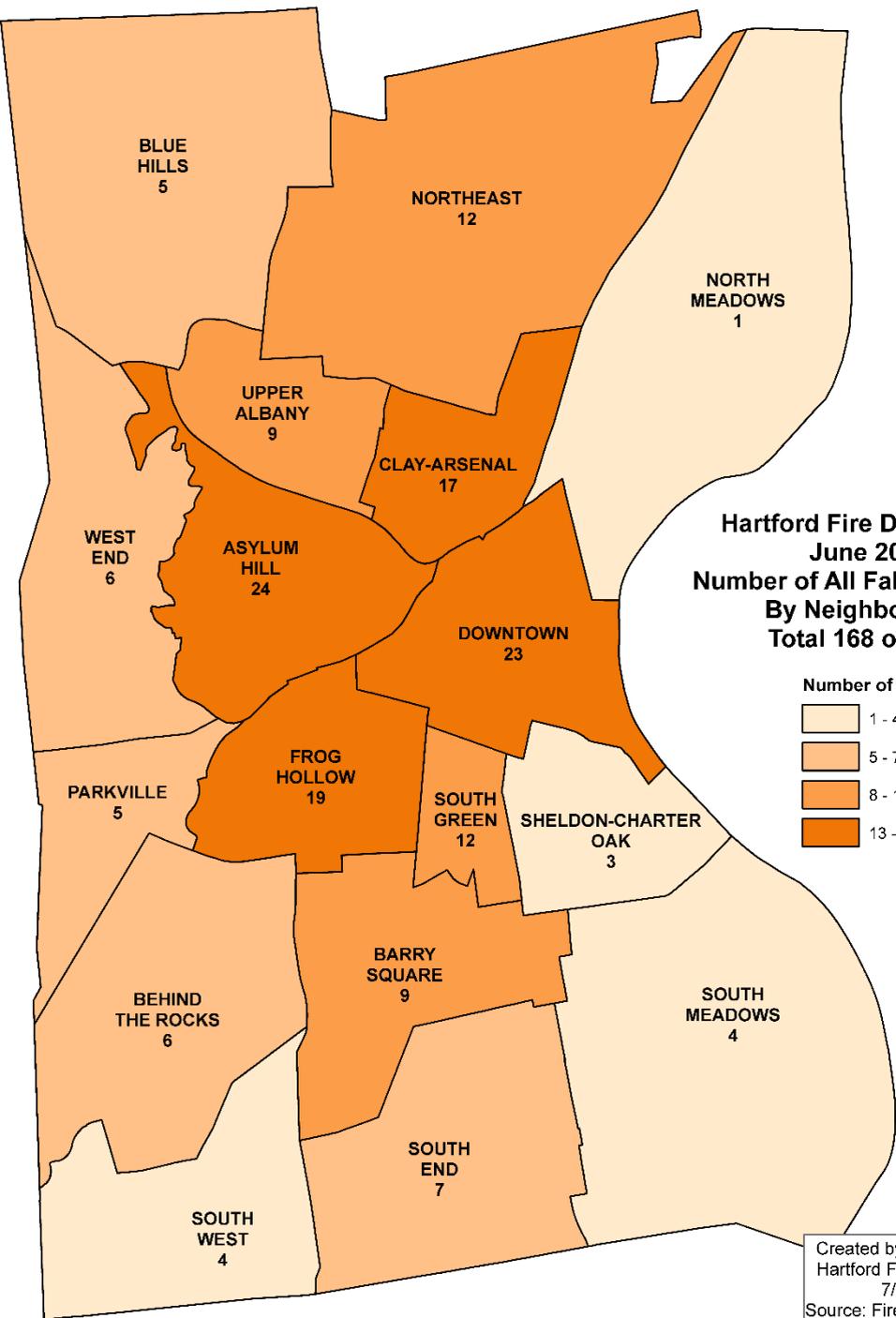


Created by Leandro Cieri  
Hartford Fire Department  
7/7/2019  
Source: Firehouse Software  
Geocoded: 277  
Not Geocoded: 3

Incident Type	Description	Incident Count
500	Service Call, other	98
552	Police matter	76
531	Smoke or odor removal	34
553	Public service	20
444	Power line down	14
520	Water problem, Other	13
550	Public service assistance, Other	10
440	Electrical wiring/equipment problem, Other	5
551	Assist police or other governmental agency	3
522	Water or steam leak	3
571	Cover assignment, standby, moveup	2
442	Overheated motor	1
554	Assist invalid	1

# Fire Alarms

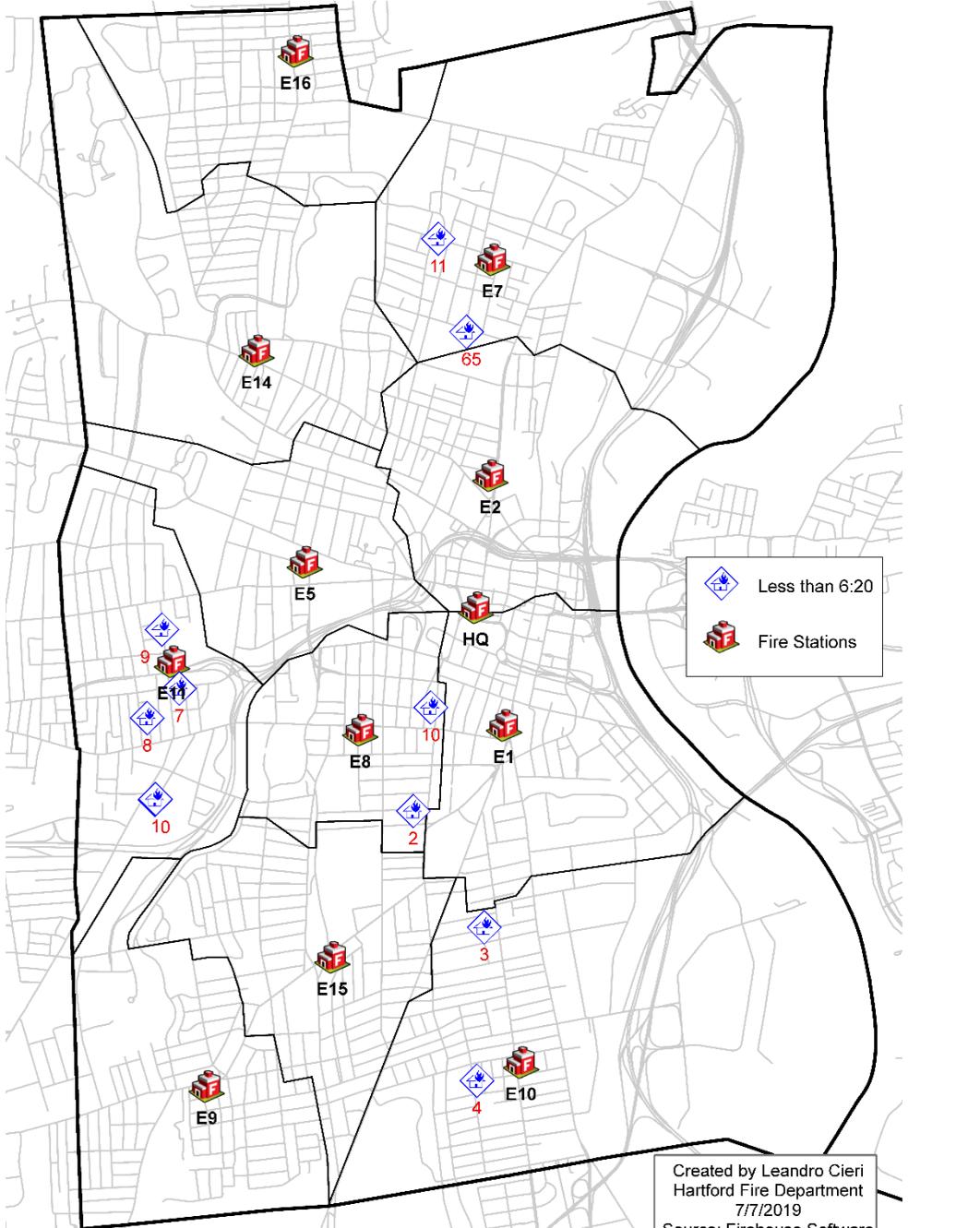
## June 2019



Created by Leandro Cieri  
Hartford Fire Department  
7/7/2019  
Source: Firehouse Software  
Geocoded: 166  
Not Geocoded: 2

Incident Type	Description	Incident Count
745	Alarm system activation, no fire - unintentional	48
743	Smoke detector activation, no fire - unintentional	33
730	System malfunction, Other	16
733	Smoke detector activation due to malfunction	15
740	Unintentional transmission of alarm, Other	13
735	Alarm system sounded due to malfunction	11
710	Malicious, mischievous false call, Other	10
700	False alarm or false call, Other	7
715	Local alarm system, malicious false alarm	3
736	CO detector activation due to malfunction	3
744	Detector activation, no fire - unintentional	2
731	Sprinkler activation due to malfunction	2
714	Central station, malicious false alarm	1
711	Municipal alarm system, malicious false alarm	1
713	Telephone, malicious false alarm	1
734	Heat detector activation due to malfunction	1
741	Sprinkler activation, no fire - unintentional	1

# Location of Structure Fires In Relationship to Fire Stations



Created by Leandro Cieri  
 Hartford Fire Department  
 7/7/2019  
 Source: Firehouse Software  
 Geocoded: 12  
 Not Geocoded: 0

Key	Incident Number	Response	Firefighter Fatality	Firefighter Injury	Civilian Fatality	Civilians Injured	Cause
0	19-0154008	0:04:43	0	0	0	0	
1	19-0154021	0:04:27	0	0	0	0	Conducted heat from another fire
2	19-0158026	0:03:56	0	0	0	0	Hot or smoldering object, Other
3	19-0159056	0:03:43	0	0	0	0	Undetermined
4	19-0161003	0:03:25	0	0	0	0	Undetermined
5	19-0166054	0:03:13	0	0	0	0	Undetermined
6	19-0167001	0:05:08	0	0	0	0	Undetermined
7	19-0169047	0:04:37	0	0	0	0	Electrical arcing
8	19-0173054	0:04:30	0	0	0	0	Flame/torch used for lighting
9	19-0173076	0:03:03	0	0	0	0	Undetermined
10	19-0178057	0:03:50	0	0	0	0	
11	19-0180046	0:03:11	0	0	0	0	Heat from other open flame or smoking materials

# QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"